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PATENT ADMINISTRATOR			NEURAUTER, GEORGE C	
KATTEN MUCHIN ROSENMAN LLP			ART UNIT	PAPER NUMBER
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)
	09/966,733	IEPEREN, TACO VAN
	Examiner	Art Unit
	George C. Neurauter, Jr.	2143

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 27 July 2007.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-14 and 21-29 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-14 and 21-29 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date: _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date: _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claims 1-14 and 21-29 are currently presented and have been examined.

Response to Arguments

Applicant's arguments filed 27 July 2007 have been fully considered but they are not persuasive.

The Applicant argues that "Exchange" fails to teach or suggest categorizing data stored in said shared workspace; and exposing said categorized data stored in said shared workspace to each participant of said scheduled meeting accessing said shared workspace through a graphical user interface, said graphical user interface enabling each participant to input data into appropriate categories of said shared workspace and edit categorized data exposed through said graphical user interface. The Examiner is not persuaded by this argument. As evidenced by at least claim 2, the categories that users may use are whiteboard notes and drawing categories. "Exchange" disclosed a separate whiteboard and shared clipboard that allows the user to sketch drawings such as diagrams and organizational charts and share data with other users in various forms where all users have a graphical user interface to view this shared data. The claims requires that the user categorize the data. "Exchange" clearly allows the user to categorize data in various categories

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of his or her choosing. Therefore, "Exchange" does disclose these limitations and the claims are not in condition for allowance.

The Applicant's argument that an "optimistic editing model" is in fact "optimistic concurrency" which is well known in the art is noted, however, the Applicant has not substantiated these remarks with any sort of evidence. Furthermore, it is unclear to the Examiner why, if an "optimistic editing model" are actually "optimistic concurrency", the specification was not written to use this well known term so that further explanation is unnecessary. The record shows that the Applicant enforced their right to be their own lexicographer and defined a term that was not enabled. Therefore, the enablement rejection under 35 USC 112, 1st paragraph is maintained since the specification fails to enable an "optimistic editing model".

Furthermore, even if the claimed "optimistic editing model" is as the Applicant alleges, the Applicant has essentially admitted that such a model was well known and used in the art and was developed by another inventor. Therefore, this admitted prior art cannot be the basis for patentability. Therefore, the Applicant's arguments that claims 5 and 28 are patentable are unpersuasive.

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Claim Rejections - 35 USC § 112

The following is a quotation of the first paragraph of 35 U.S.C. 112:

The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

Claims 5 and 28 are rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the enablement requirement. The claim(s) contains subject matter which was not described in the specification in such a way as to enable one skilled in the art to which it pertains, or with which it is most nearly connected, to make and/or use the invention.

Claims 5 and 28 recite an "optimistic editing model". This model is not described in sufficient detail in order to enable one of ordinary skill in the art to make and/or use the invention.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

- (b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

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Claims 1-14 and 21-29 are rejected under 35 U.S.C. 102(b) as being anticipated by "Exchange 2000 Conferencing Server Concepts and Planning".

Regarding claim 1, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a method for creating and managing a shared workspace in a network environment comprising the steps of:

creating a shared workspace accessible to participants of a scheduled meeting; categorizing data stored in said shared workspace; and exposing said categorized data stored in said shared workspace to each participant of said scheduled meeting accessing said shared workspace through a graphical user interface, said graphical user interface enabling each participant to input data into appropriate categories of said shared workspace and edit categorized data exposed through said graphical user interface. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Key Components", specifically the text "Microsoft® Exchange 2000 Conferencing Server enables remote, real-time collaboration between team members..."; Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Conference Management Service", specifically the text "When you schedule a conference, Conference Management Server creates a URL for the conference.

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Conference attendees then use this URL to access the conference through conference access pages. Conference Management Service stores all scheduled conferences in a specific mailbox...This information is used to create a persistent representation of the conference format, structure, and any additional information associated with the conference."; Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "How Data Conferencing Provider Works", specifically the text "A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...NetMeeting 3.01 or later is the recommended client software for Data Conferencing Provider. It provides the features mentioned previously...")

Regarding claim 2, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 1 wherein data stored in said shared workspace is categorized into two or more of agenda, goals, decisions, tasks, file attachments, whiteboard notes and drawing categories. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "How Data Conferencing Provider Works", specifically the text "A data

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conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...")

Regarding claim 3, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 1 wherein said categorized data stored in said shared workspace can be exposed to multiple participants simultaneously. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Key Components", specifically the text "Microsoft® Exchange 2000 Conferencing Server enables remote, real-time collaboration between team members..."; Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "How Data Conferencing Provider Works", specifically the text "A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...")

Regarding claim 4, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 3 wherein said categorized data stored in said shared workspace can be

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edited by multiple participants simultaneously. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Key Components", specifically the text "Microsoft® Exchange 2000 Conferencing Server enables remote, real-time collaboration between team members..."); Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "How Data Conferencing Provider Works", specifically the text "A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...")

Regarding claim 5, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 4 wherein changes to categorized data stored in said shared workspace made by participants are applied to said categorized data using an optimistic editing model. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "How Data Conferencing Provider Works", specifically the text "A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and

organizational charts, or display other graphical information in the multipage, multiuser drawing application...")

Regarding claim 6, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 1 wherein said shared workspace is created automatically when a new meeting is scheduled. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Conference Management Service, specifically the text "When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access pages. Conference Management Service stores all scheduled conferences in a specific mailbox...This information is used to create a persistent representation of the conference format, structure, and any additional information associated with the conference.")

Regarding claim 7, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 6 further comprising the step of sending a link to the created shared workspace to each participant of the scheduled meeting. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Conference Management Service", specifically the text "When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees

then use this URL to access the conference through conference access pages."; Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Auxiliary Components", specifically the text "A link (URL) to the online conference is included in the invitations the conference participants receive...")

Regarding claim 8, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 7 wherein the link is attached to a scheduled meeting request delivered to each participant of the meeting. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Auxiliary Components", specifically the text "A link (URL) to the online conference is included in the invitations the conference participants receive...")

Regarding claim 9, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 1 wherein said shared workspace is created for a new meeting in response to user input. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Conference Management Service", specifically the text "When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access pages. Conference Management Service

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stores all scheduled conferences in a specific mailbox...This information is used to create a persistent representation of the conference format, structure, and any additional information associated with the conference.")

Regarding claim 10, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 9 further comprising the step of sending a link to the created shared workspace to each participant of the meeting. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Conference Management Service, specifically the text "When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access pages."; Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Auxiliary Components", specifically the text "A link (URL) to the online conference is included in the invitations the conference participants receive...")

Regarding claim 11, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 10 wherein the link is attached to a scheduled meeting request delivered to each participant of the meeting. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Auxiliary Components", specifically the text "A link (URL) to

the online conference is included in the invitations the conference participants receive...")

Regarding claim 12, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 1 further comprising the step of restricting access to the categorized data stored in said shared workspace to participants of the scheduled meeting based on network login information. (Chapter 1 "Welcome to Exchange 2000 Conferencing Server", subsection "Using Exchange Conferencing Server in Your Organization", specifically "Conference Management Service receives the user's request and attempts to find the associated conference in the conference calendar mailbox. After Conference Management Service locates the conference definition in the conference calendar mailbox, it determines whether a password or user authentication is required.")

Regarding claim 13, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 12 wherein said network login information includes user login identifications. (Chapter 1 "Welcome to Exchange 2000 Conferencing Server", subsection "Using Exchange Conferencing Server in Your Organization", specifically "Conference Management Service receives the user's request and attempts to find the associated conference in the conference calendar

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mailbox. After Conference Management Service locates the conference definition in the conference calendar mailbox, it determines whether a password or user authentication is required.")

Regarding claim 14, "Exchange 2000 Conferencing Server Concepts and Planning" discloses the method of claim 13 wherein during creation of said shared workspace, the user login identifications of participants of said scheduled meeting are stored with said shared workspace, during access to said shared workspace by a user, the login identification of said user being compared with the login identifications stored with said shared workspace. (Chapter 1 "Welcome to Exchange 2000 Conferencing Server", subsection "Using Exchange Conferencing Server in Your Organization", specifically "Conference Management Service receives the user's request and attempts to find the associated conference in the conference calendar mailbox. After Conference Management Service locates the conference definition in the conference calendar mailbox, it determines whether a password or user authentication is required."; Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Security", specifically the text "You can create a public conference that participants can access with the correct password. The conference technology provider uses the password

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to further limit access...You can create a private conference so that only attendees that you invite can participate. Conference Management Service, the conference technology provider, or both, check the credentials of each participant to see if he or she is authorized to participate in the conference. If Conference Management Service performs the check, it uses IIS to check the user's credentials. Only attendees who have credentials known to IIS can access the conference pages.")

Regarding claim 21, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system for creating and managing a secure shared workspace for a scheduled meeting (see Chapter 2 "Exchange Conferencing Server Concepts", Figure 2.1) comprising:

a workspace server ("Exchange 2000 Conferencing Server"; see also Chapter 1 "Welcome to Exchange 2000 Conferencing Server", specifically subsection "Conference Management Service" and Chapter 3, Planning Your Exchange Conferencing Server Installation", specifically subsection "Server Requirements") executing a server shared workspace application for creating and managing a shared workspace associated with a scheduled meeting, data stored in said shared workspace being categorized and being accessible only to participants of said scheduled meeting; an email server executing a server email and scheduling application

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("Exchange 2000 Conferencing Server" running "Outlook calendar"; see Chapter 3, Planning Your Exchange Conferencing Server Installation", specifically subsection "Server Requirements"; and a plurality of workstations, each of said workstations executing a client email and scheduling application ("Outlook 2000") and a client shared workspace application ("NetMeeting"), said client shared workspace application including a graphical user interface to enable each participant of said scheduled meeting to access and edit categorized data stored in said shared workspace. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Key Components", specifically the text "Microsoft® Exchange 2000 Conferencing Server enables remote, real-time collaboration between team members..."; Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Conference Management Service, specifically the text "When you schedule a conference, Conference Management Server creates a URL for the conference. Conference attendees then use this URL to access the conference through conference access pages. Conference Management Service stores all scheduled conferences in a specific mailbox...This information is used to create a persistent representation of the conference format, structure, and any additional information associated with the conference."); Chapter 2 "Exchange

Conferencing Server Concepts", specifically subsection "How Data Conferencing Provider Works", specifically the text "A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...NetMeeting 3.01 or later is the recommended client software for Data Conferencing Provider. It provides the features mentioned previously...")

Regarding claim 22, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system according to claim 21 wherein data stored in said shared workspace is categorized into two or more of agenda, goals, decisions, tasks, file attachments, whiteboard notes and drawing categories. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "How Data Conferencing Provider Works", specifically the text "A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...")

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Regarding claim 23, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system according to claim 22 wherein the client shared workspace application communicates with the client email and scheduling application executed by each workstation, said client shared workspace application intercepting meeting requests generated by said client email and scheduling application to determine whether a shared workspace is to be created for a new meeting being scheduled or whether a shared workspace existing for a scheduled meeting is to be updated. (Chapter 1, "Welcome to Exchange 2000 Conferencing Server", subsection "Using Exchange Conferencing Server in Your Organization", specifically the text "You can directly reserve a conference resource using Outlook 2000. Outlook 2000 checks the free/busy information for the resource and adds the resource to the invitation if the resource is available. This gives you a confirmed reservation. When you send an invitation, the conference resource is reserved and the URL for the conference is included in the invitations.")

Regarding claim 24, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system according to claim 23 wherein said client shared workspace application instructs the server shared workspace application to create a shared workspace for a new meeting being scheduled automatically. (Chapter 1,

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"Welcome to Exchange 2000 Conferencing Server", subsection "Using Exchange Conferencing Server in Your Organization", specifically the text "You can directly reserve a conference resource using Outlook 2000. Outlook 2000 checks the free/busy information for the resource and adds the resource to the invitation if the resource is available. This gives you a confirmed reservation. When you send an invitation, the conference resource is reserved and the URL for the conference is included in the invitations.")

Regarding claim 25, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system according to claim 23 wherein said client shared workspace application asks the user scheduling the new meeting whether a shared workspace for the new meeting is to be created and instructs the server shared workspace application to create a shared workspace for the new meeting when specified by said user. (Chapter 1, "Welcome to Exchange 2000 Conferencing Server", subsection "Using Exchange Conferencing Server in Your Organization", specifically the text "You can directly reserve a conference resource using Outlook 2000. Outlook 2000 checks the free/busy information for the resource and adds the resource to the invitation if the resource is available. This gives you a confirmed reservation. When you

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send an invitation, the conference resource is reserved and the URL for the conference is included in the invitations.")

Regarding claim 26, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system according to claim 23 wherein the client shared workspace application attaches a link to the shared workspace to the meeting request generated by the client email and scheduling application before the meeting request is sent to the server email and scheduling application. (Chapter 1, "Welcome to Exchange 2000 Conferencing Server", subsection "Using Exchange Conferencing Server in Your Organization", specifically the text "When you send an invitation, the conference resource is reserved and the URL for the conference is included in the invitations.")

Regarding claim 27, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system according to claim 23 wherein said client and server shared workspace applications permit multiple participants to access and edit data stored in said shared workspace. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "Key Components", specifically the text "Microsoft® Exchange 2000 Conferencing Server enables remote, real-time collaboration between team members..."; Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "How Data Conferencing Provider Works",

specifically the text "A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...")

Regarding claim 28, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system according to claim 27 wherein changes to data stored in said shared workspace are applied using an optimistic editing model. (Chapter 2 "Exchange Conferencing Server Concepts", specifically subsection "How Data Conferencing Provider Works", specifically the text "A data conference has the following features...**Shared Clipboard** You can share data with other participants by using cut, copy, and paste operations...**Whiteboard** You can load or sketch diagrams and organizational charts, or display other graphical information in the multipage, multiuser drawing application...")

Regarding claim 29, "Exchange 2000 Conferencing Server Concepts and Planning" discloses a system according to claim 21 wherein said server shared workspace application restricts access to said shared workspace based on user network login information. (Chapter 1 "Welcome to Exchange 2000 Conferencing Server", subsection "Using Exchange Conferencing Server in Your

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Organization", specifically "Conference Management Service receives the user's request and attempts to find the associated conference in the conference calendar mailbox. After Conference Management Service locates the conference definition in the conference calendar mailbox, it determines whether a password or user authentication is required.")

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

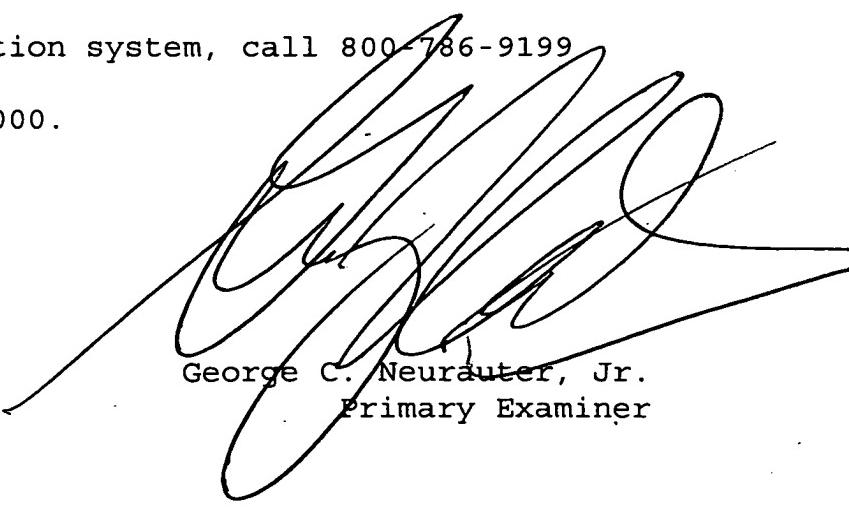
A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to George C.

Neurauter, Jr. whose telephone number is 571-272-3918. The examiner can normally be reached on Monday-Friday 9am-5:30pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David Wiley, can be reached on 571-272-3923. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.



George C. Neurauter, Jr.
Primary Examiner